

WS-02987A-13-0477



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ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: APR 28 A 10:02

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COM
DOCKET CONTROL

Opinion No. 2014 - 115959

Date: 4/25/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

ORIGINAL

Complaint By: Stephanie

Weight

Account Name: Stephanie Weight

Street:

Work: (000) 000-0000

City: San Tan Valley

State: AZ Zip: 85143

is: E-Mail

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

WS-02987A-13-0477

WATER-SEWER

Name: Stephanie Weight

Date: 4/24/2014

Arizona Corporation Commission

DOCKETED

APR 28 2014

CityStateZip: San Tan Valley, AZ 85143

Cell:

Docket: Johnson Utilities-Sale of Assets / Cancel CC&N

DocketNo: WS-02987A-13-0477

Utility: Johnson Utilities L.L.C.

Email: stephanie_weight@hotmail.com

DOCKETED BY

Comments: Dear ACC Commissioners:

As a Johnson Utilities customer for more than eight years, I am concerned about the current proposal in which the Town of Florence is seeking to purchase the Johnson Utilities company. It is a documented fact that Johnson Utilities has had issues with water quality, customer service, notification of adverse water effects, and billing. Furthermore, the company has chosen to sue some of its customers instead of using customer feedback to improve their business operations. Fortunately, throughout these adverse events, the company has been under the jurisdiction and oversight of the ACC, and we as consumers have had an appeals process when Johnson Utilities has been less than responsive to our concerns. Unfortunately, the current sales proposal does not offer these same protections to customers, and if Johnson Utilities is purchased by the Town of Florence, the majority of Johnson Utilities customers will have no voice whatsoever in issues of water quality, customer service, and rates. Recently, Florence mayor Tom Rankin was quoted in a newspaper article (http://www.trivalleycentral.com/casa_grande_dispatch/area_news/johnson-utilities-purchase-goes-to-florence-voters/article_e7250dae-be7a-11e3-8f57-001a4bcf887a.html) as saying the following: "To me, the numbers are very favorable," Rankin said. "When you look at it, there is so much protection built into this. There's no cost to the citizens of Florence. The cost will be borne by the utility users inside and outside of town." As a JU customer

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UTILITY COMPLAINT FORM

living outside of Florence, this statement deeply troubles me, especially since I already pay more for my water service than friends I have talked to who live in neighboring communities. Mayor Rankin has verified what we have suspected all along with this deal--JU customers will bear the cost of this purchase. Yet, those of us who are footing the bill are unable to vote on the sale or have any voice in electing representatives who will make decisions on running the water company for us. Therefore, in regards to the sale, I request that the ACC do the following: 1. Authorize the creation of a Citizen Advisory Board to ensure that customers not residing within the Town of Florence have a voice in regulatory matters pertaining to the water company. 2. Spell out the process and mechanism for rate increases, including the approval process, so that rate increases are clearly vetted and deemed necessary before they take effect. Johnson Utilities rates are already high, and some protection should be afforded to customers. (The water company should not become a cash cow to Florence at the expense of customers.) 3. Include a provision stipulating that the Town of Florence be responsible for any required infrastructure repairs so that these costs are not passed along to Johnson Utilities customers. Given JU's track record with the ADEQ, this could certainly be an issue in the future. Thank you for your consideration in this matter. I hope that you will do the right thing and provide Johnson Utilities customers with a voice in this sale. Sincerely, Stephanie Weight San Tan Valley

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/25/14: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 4/25/2014

Opinion No. 2014 - 115959
